FYI & F

THE PORT AUTHORITY OF NEW YORK & NEW JERSEY

B U C K S L I P

TO: C. Ash, S. Brezenoff, N. Chanfrau, E. Fasullo, W. Goldstein, J. Green, M. Marchese, A. Shorris, B. Weintrob
FROM: Charlie Maikish
DATE: August 16, 1993
SUBJECT: INTERIM EMERGENCY RESPONSE PROCEDURES

COPY TO: R. DiChiara, G. Rossi

We all hope that we will never have to respond to an event the magnitude of what occurred on February 26. However, other emergencies do and will arise in the future. I would ask that you familiarize yourself with the attached so that you are aware of the proper response under varying levels of emergencies. In short, in the event of a major incident, all essential Executive staff should report to the OCC and the Emergency Situation Room in the rear of the Market Bar.

Att.

PORT AUTHORITY OF NEW YORK AND NEW JERSEY

MEMORANDUM

To: All WTC Managers and Supervisors
From: Robert DiChiara
Date: August 5, 1993
Subject: Interim Emergency Response Procedures

Copy To: N. Chanfrau, W. Ellis, E. Littles, C. Maikish, E. Monteverde, A. Preschle, M. Regan, G. Rossi, Former OCC Desk (B-1 Level), New OCC Desk (Market Bar)

The combined Police Desk, Operations Control Center and Situation Room on the B-1 truck dock level served as the WTC's Fire Command and Emergency Response Center until February 26 when they were rendered inoperable by the bomb blast. Since then the Police Desk has moved to the Concourse at the Carrefore Area, the Operations Control Center has been relocated to the Market Bar (except for alarm monitoring and Public Address functions which remain in the former OCC - B-1 level), and the Situation Room and Emergency Tenant Response Center have been moved to the Market Bar area. At the same time, the lobby of the affected building has been designated as the Fire Command Station, and Visitors' Desks have been set up. These changes require a reorientation of Emergency Response Procedures. Please make sure that all Emergency Response Staff are fully aware of and periodically trained in the Interim Procedures which are summarized in this memo and detailed in the Fire Response Plan (Attachment 1).

ALARM COMMUNICATION PROTOCOL:

Fire and smoke alarms will continue to come in to the B-1 OCC via the American Multiplex Computer or Break Glass Alarm Board until the new Pyrotronics system is completed later this year. The B-1 OCC desk supervisor reports the alarm to the Police Desk Officer via hot line. The Police Desk in turn notifies the Fire Department. The Market Bar OCC then notifies building staff via a radio alarm and an appropriate message. Break glass alarms are handled the same way, but also go directly into the Fire Department via land line.

In case of a fire or non-fire emergency, the B-1 level OCC desk supervisor also notifies the Market Bar OCC via hot line, and the Market Bar OCC desk supervisor notifies supervisory and managerial staff in accordance with existing call lists in the Emergency Procedures Manual.

DUTIES AND RESPONSIBILITIES OF STAFF: Four Levels of emergency have been established (see Attachment 2) to help clarify response protocol.

Building staff report to all levels of a Fire Emergency as follows:

Duty staff (7-3, 7-4, 6-2, Fire Safety & Environmental Coordinator, Craft Supervisors, the Fire Safety Director, and the Visitors' Desk Supervisor) - report to the Fire Command Station in the Lobby of the affected building (possible or actual fire situation). The Police Tour Commander and Fire Brigade report to the location of the emergency. A mechanic responds to the HVAC Start/Stop Panel. Staff perform duties as specified in the Emergency Procedures Manual.

If the emergency is not centered around one building such as on February 26, 1993 or during a total power failure or hurricane, Duty Staff report to the Fire Command Station in the lobby of 2 WTC from where they will be dispatched accordingly.

During an "actual" emergency only (Levels 2, 3 or 4) the following additional staff report accordingly:

Managerial and Executive Staff- report to the Situation Room in the Market Bar area to assess the emergency and make appropriate staff deployment decisions. The key and alarm switch for the room is in the Market Bar OCC.

Media Relations Staff- report to the Situation Room from where they will deal with the media via dedicated phone lines.

Tenant Support & Project Management Staff- Report to the new Tenant Emergency Response Center in the Market Bar area to inform tenants of the Emergency.

Public Services Staff- respond to the affected building to assist in crowd control and information dissemination.

Tenant Assistance Staff- assist the Tenant Support Account Managers in handling tenant concerns and in the dissemination of information.

Visitors Center Staff- assist in crowd control and information dissemination as directed by the Duty Supervisor.

AREAS ACTIVATED DURING AN EMERGENCY SITUATION:

Fire Command Station- The Fire Department and building staff will respond to the Fire Command Station in the lobby of the affected building. The new Satellite Fire Command Stations (located in the skylobbies of 1 & 2 WTC) will be informed of the incident and given directions from the main lobby Fire Command

Station.

Situation Room- A temporary Situation Room has been fitted up in the Market Bar area. It contains: phones on the In-House and the NY Telephone system (soon to be installed), FAX equipment, intercoms to the OCC, various telephone lists, the Emergency Procedures Manual, the facility O&M Manuals, and a set of building system drawings.

Tenant Emergency Response Center- A temporary Tenant Emergency Response Center has been set up in the Market Bar area. The new computerized Emergency Phone system is also functional at this location, and a terminal will be installed at the Market Bar OCC for their use prior to the arrival of Tenant Support Staff. Tenant Support staff will use this room to keep in touch with tenants, both at home during off hours, and in the office during business hours. The room is next to the Situation Room and has a hot-line phone connecting the two rooms so that Tenant Support staff have the most up to date information.

MISCELLANEOUS ITEMS RELATED TO VARIOUS BUILDING EMERGENCIES:

Emergency Power- The temporary Police Desk, OCC, Situation Room and Tenant Emergency Response Centers will be fitted with Emergency Power Circuits and lighting when the Market Bar OCC is "hardened" later this summer.

Public Address Messages- Standard public address messages have been prepared for use by the B-1 OCC desk supervisor. The messages can be customized to meet the specific needs of each emergency.

Emergency Procedures Manual- The manual is being updated by Plant and Structures Staff to incorporate the above changes and lessons learned from the blast. Everyone is expected to give this project their attention when requested.

Please advise Plant and Structures of the need to update the attached Interim Procedures and the Emergency Procedures Manual as conditions warrant.

Robert DiChiara
Assistant Director
World Trade Department

July 30, 1993

Attachment 1

FIRE RESPONSE PLAN

Former Operations Control Center: (FS-4) (B-1 Level - OCC):

- Through the use of radio/telephone hot-line the B-1 OCC edsk supervisor (FS-4) informs the WTC Police and Operations desk and affected Lobby Fire Command Station (FCS) of all alarms received through the breakglass, XL3, or the American Multiplex Computer systems (smoke/sprinkler detection).

- Prepares an appropriate message to be transmitted, over the public address system, to the affected floors to be evacuated. At the same time prepares an appropriate information message to be transmitted to floors which may smell smoke but are not to be evacuated.

- When directed by the General Operations Supervisor (FS-7), makes announcements to the affected floors over the public address system.

- Maintains contact with the affected floor using the breakglass intercom system.

- Continues to update the Lobby Fire Command Station (FCS's) of conditions on affected floor as they become known.

- Maintains log of the time that the alarm was received, floor(s) contacted, and message broadcasted.

- Resets breakglass and PA systems board.

Operations Control Center (FS-4) (Market Bar - OCC):

- After receiving an alarm notification from the B-1 OCC, the Market Bar OCC, via radio, transmits an "All Page Alarm" to all supporting staff (Operations, mechanical, electrical, etc.)

- Upon directions from the Operations Unit Supervisor (FS-7), arranges for emergency elevator service using the elevator communication system (Stentofon).

- In case of a confirmed emergency, makes all appropriate notifications as listed in Exhibit 7A in the Emergency Procedures Manual.

- Continues to transmit information as needed to units responding to the emergency situation (Police, FDNY, Satellite Command Centers, Electrical, Mechanical, Otis, etc.)

N O T E:

- The Market Bar OCC desk supervisor notifies the Windows on the World and the Observation Deck supervisors on duty, as appropriate, so they are aware of the facility emergency. This is necessary when emergency vehicles respond to the building entrance in order to reduce the anxiety to visitors to the WTC.

Police Unit:

Police Desk Officer:

- Upon report of a possible fire or smoke condition, the officer immediately notifies, by telephone, the N.Y.C.F.D. dispatcher and reports the type of alarm received and the affected building and floor number(s).

- Makes all appropriate notifications as listed in Exhibit 7A of the Emergency Procedures Manual.

- Transmits an "All Page Alarm" on the radio and the paging channel.

- Keeps a running log of all key events during the incident.

Tour Commander:

- Organizes and leads the Port Authority Police Fire Brigade to the affected floor(s) and conducts a search of the area.

- Keeps Police and Operations advised of situation via frequent radio and/or telephone transmissions.

- Determines the location of the closest stairwell from which a hose line could be stretched.

Commanding Officer and Lieutenant:

- The Commanding Officer supervises the entire Police procedure from the Police Desk.

- The Police Lieutenant reports to the Situation room or as directed by the Captain.

Lobby Fire Command Station:

- Upon receiving notification from the B-1 OCC, by hot-line, of a possible fire or smoke condition, records the type of alarm received (smoke detector/sprinkler), how it was transmitted, (phone or alarm system) and areas affected. With this information he ensures that an appropriate elevator is available for the Fire Department, makes available the appropriate floor plans, available elevator service information, supply air fan data, details on the type of area affected, radios, and the 1620 firemen service keys to the arriving 7-3 duty supervisors and N.Y.C.F.D. officer.

- Notifies the affected satellite fire command stations, on lobbies 44 or 78, by telephone hot-line, of an existing emergency situation and continues to update the satellite stations on the conditions, as they become known. The information received from satellite stations is then passed on to the Fire Chief and the Operations Unit Supervisor.

- Assist with crowd control and occupancy evacuation if needed.

Operations Unit Supervisor (7-3):

- Upon receipt of a fire alarm (signal "8-8"), responds to the affected building's Lobby Fire Command Station (Tower A - West Street; Tower B - Liberty Street; NEP - Vesey Street; SEP - Liberty Street).

- Establishes communications with the WTC Police Tour Commander via radio, cellular phone or regular telephone and ascertains the severity of the situation. If an evacuation is necessary, confers with the Tour Commander, determines the route of evacuation, (i.e., stairwells used), floors to be evacuated, and potential refuge floors. Upon notification from the Tour Commander, directs the 7-4 and the B-1 O.C.C. to initiate an evacuation of the affected floors.

- Upon arrival of the NYCFD, acts as the liaison between the NYCFD and WTC facility staff members.

- Authorizes the use of key-runs, if access to affected area is restricted.

- Authorizes or requests the Mechanical Supervisor to activate the building's (1 WTC and 2 WTC) smoke purge systems upon request of NYCFD.

- Once the emergency is secured, ensures that all alarm systems (breakglass boxes, NYC alarm boxes, public address system) are reset.

- Prepares PA form 1624, Fire Report, in ink.

- Makes all necessary entries into the Fire Report Log.

- In the event of an actual emergency, creates a chronological report noting the following:

  - initial reported time of emergency
  - arrival of NYCFD
  - floor(s) affected
  - name of contacts, if necessary
  - messages transmitted noting affected floors and time of transmission.
  - time of evacuation, if necessary.

- Prepares and submits a final handwritten report, with the chronological log, to the Fire and Environmental Safety Coordinator.

Operations Group Supervisor (7-4):

- Upon receipt of a fire alarm, responds one floor below the affected floor, by passenger elevator or emergency stairs, and awaits the arrival of the PA Fire Brigade.

- Establishes communication with the B-1 Operations Control Center, via breakglass communication box, and awaits instructions from the 7-3.

NOTE

- At no time is the Operations Group Supervisor (7-4) to respond to the affected floor without a Scott Air Pack unless an all clear signal is given by the Tour Commander.

Should an evacuation become necessary:

- Assist the Fire Brigade, floor warden and NYCFD in evacuating the affected floor(s) to a refuge floor.

- Once the floor(s) is fully evacuated, responds to the refuge floor and takes control of the evacuees.

In the circumstances described below, the assigned Operations Group Supervisors (7-4) for Buildings 1, 2, 4 and 5 would be responsible for executing the following:

Fire Alarm in 1 WTC:	OGS 7-4 Duties
1 WTC OGS -	Follows the Operations Group Supervisor Procedures previously described.
2 WTC OGS -	Responds to the Market Bar OCC Desk, picks up NYCFD radio and responds to the Fire Command Station, main lobby of 1 WTC, and assumes the duties of the "7-3" Supervisor until relieved. Then stands-by to provide assistance as required.
4 & 5 WTC OGS -	Respond to the skylobby below the affected floor in 1 WTC and stands-by to provide assistance as needed.

Fire Alarm in 2 WTC:	OGS 7-4 Duties
1 WTC OGS -	Responds to the Market Bar OCC Desk, picks up NYCFD radio, and responds to Fire Command Station, main lobby of 2 WTC, and assumes the duties of the "7-3" Supervisor until relieved. Then stands-by to provide assistance as required.
2 WTC OGS -	Follows the Operations Group Supervisor Procedures previously described.
4 & 5 WTC OGS -	Responds to the skylobby below the affected floor of 2 WTC and stands-by to provide assistance as required.

Fire Alarm in 4 WTC or 5 WTC:	OGS 7-4 Duties
1 WTC OGS -	Responds to the respective street level lobby for the affected building.
2 WTC OGS -	Responds to the Market Bar OCC Desk, picks up NYCFD radio, and responds to the Fire Command Station, main lobby, and assumes the duties of the "7-3" Supervisor until relieved. Then stands-by to provide assistance as required.
4 & 5 WTC OGS -	Follows the Operations Group Supervisor Procedures previously described.

Fire Alarm on Concourse or Sub-grade areas: OGS 7-4 Duties

1 WTC OGS - Responds to the Market Bar OCC Desk, picks up NYCFD radio, and responds to the Fire Command Station, in lobby of 2 WTC.

2 WTC OGS - Responds to the Fire Command Station, main lobby of 2 WTC and assumes the duties of the "7-3" Supervisor until relieved. Then stands-by to provide assistance as required.

4 & 5 WTC OGS - Responds to the Fire Command Station, main lobby 2 WTC, and then stands-by to provide assistance as required.

N O T E:

- There is no PA responsibility for fires at WTC #3 (Vista Hotel), WTC #6 (Customs House), and WTC #7. However, WTC Police will respond to assist in evacuations and crowd control. Fire alarms are transmitted to their proprietary central stations which then notifies the NYC Fire Department. The Fire Department responds directly to these buildings.

Vertical Patrol:

- Upon being notified of an emergency situation over the radio, the affected zone's vertical patrol guards will report to the Fire Command Station servicing the affected area (main lobby, 44th and 78th floor skylobbies) and stand by for further instructions from the 9-1, 7-3, 7-4, 6-2, 6-3 or the Fire Safety Director.

Security Guard Supervisor (6-2):

- Upon receipt of a fire alarm (signal "8-8"), responds to the Fire Command Station in the affected building's lobby and stands-by for assignment.

6-4 Key Run (Security Guard):

- Upon receipt of a fire alarm (signal "8-8"), responds to the Market Bar Operational Control Center Concourse Level. Picks up keys for affected building and responds to the Fire Command Station in the main lobby of the affected building and awaits the arrival of the NYCFD.

- Upon arrival, escorts the NYCFD to the elevator only. Then the 6-4 returns to the main lobby Fire Command Station and stands-by.

- Retrieve all appropriate keys once emergency is over.

Satellite Fire Command Stations:
(Sky Lobbies 44th an 78th Floors)

Upon receiving notification of an emergency:
(e.g. via hot-line, telephone or radio)

- Contacts main lobby fire command station to receive and send all updated information about the emergency affected floors.
- Contact the Vertical Patrol, in their zone, via radio, to assist with crowd control or occupant evacuation, if necessary.
- Passes this information to floor warden and tenants, via telephone (office or cellular systems), when tenant inquiry is received.
- Presents all applicable floor plans, elevator availability information, air handling data, etc., to responding police, fire department and operating emergency response teams.
- Remains updated as conditions change.
- Assist elevator starters with restricting access to elevators which service the affected area.
- Direct occupants to stairways and, when possible, elevators being used for evacuation.
- Assist in crowd control.

Fire Safety and Environmental Coordinator:

- Upon receiving an All Page notification, responds to the affected lobby FCS and coordinates the civilian response effort with the Tour Commander until NYCFD arrival (as described in the Emergency Procedures manual).
- Observe and review emergency response with Operations, Police, the Floor Wardens and the Fire Department.
- File report on the cause of the fire and any future preventive measures to be implemented.

Visitors Center Administrator:

- Upon notification of a possible fire or smoke condition, visitor passes will be suspended for the affected area. Assigns staff to assist with crowd control at affected elevator banks. Responds to Fire Command Station and stands-by to assist, as directed. Due to the high visibility of these positions, Emergency Training for Visitor Center Staff should be provided routinely.

P.A. Mechanical Supervisor:

- Upon receipt of an actual "8-8", responds to the affected building's lobby Fire Command Station to assist if necessary.

Mechanical Contract Supervisor:

- Upon receipt of a possible "8-8", dispatches staff to:

  Operate fire pumps
  Operate smoke purge fans (*)
  Secure sprinkler water flow (*) * At direction of N.Y.C.F.D.

P.A. Electrical Supervisor:

- Upon receipt of an actual "8-8", responds to the affected building's lobby Fire Command Station to assist, if necessary.

Electrical Contract Supervisor:

- Upon receipt of a possible "8-8", dispatches staff to the floor below the affected floor and associated substation(s) and stands-by to assist, as needed.

Otis Supervisor:

- Upon receipt of an actual "8-8", dispatches staff (mechanics) to their appropriate posts to assist N.Y.C.F.D., as needed.

Tenant Support and Project Management Staff:

- Upon receipt of an actual "8-8"/emergency, dispatches staff to the Tenant Emergency Response area (Market Bar Area. The key and alarm for this area are located in the Market Bar O.C.C.).

- Keep updated on conditions by contacting the Market Bar Operations Control Center and Situation Room (Market Bar Area) and channel appropriate

information to the tenants.

Tenant Assistants:

- Report to the Emergency Tenant Response Center to assist the Tenant Account Managers in handling tenant inquiries.

Public Service Staff:

- Respond to the affected building to assist in crowd control and information dissemination.

The WT Department/Section/Unit Heads:

- Upon notification of an emergency situation, appropriate staff respond to the Emergency Situation Room in the Market Bar Area (as specified in the Emergency Procedures Manual) to assume overall responsibility for the management and coordination of the emergency situation. Request assistance from and coordinate the work of Media Relations, Engineering, Risk Management, Office of Environmental Policy and Management, Medical, outside agencies, etc., as appropriate.

Tenant Fire Safety Teams:

- Upon notification of an emergency situation, via the public address system, follows the emergency evacuation procedures, as outline in The Tenant Fire Safety Guide.

Attachment 2

"Levels" of Emergency:

The following Levels of Emergency are used when notifying staff of an incident by radio or phone. Each higher Level emergency mandates greater urgency and additional staff to respond. The 7-3 determines the level of each emergency which can change as conditions warrant.

Level 1 :

- "Possible" incident.
  - Routine staff responds to investigate.
  - Affected tenant area need not be notified.
  - Essential WTD staff need not be notified.
  - No evacuation is necessary.

Level 2 :

- Minor incident which may affect service to only a few tenants/customers.
  - Routine staff responds to make repairs.
  - Affected area is notified of situation.
  - WT Tenant Support, Plant & Structures, P.A. Police, Operations, and appropriate managers are notified of the incident.
  - No evacuation is necessary.

Level 3 :

- Major incident affecting service to many tenants/ customers and/or creating a life-threatening situation.
  - Routine and emergency staff responds per Emergency Procedures Manual.
  - Affected area is notified of situation.
  - All appropriate staff is contacted as described in the emergency procedures manual.
  - Local evacuation may be necessary.
  - The Situation and Emergency Tenant Response Rooms are activated. Managers are required to respond.

Level 4 :

- Major incident affecting service to many tenants/ customers and actually causing harm to the WTC occupants.
  - All available staff respond and others are called in.
  - All appropriate staff is contacted as described in the emergency procedures manual.
  - Major evacuation may be necessary.
  - The Situation and Emergency Tenant Response Rooms are activated. Managers and Directors Office staff are required to respond to co-ordinate the assistance from other departments (eg. Media Relations, Engineering, Environmental, etc.)

Tenant Notification

Typical Single Incident Procedures

Type of Emergency	FIRE	BOMB	POWER	ELEVATOR	WATER
Level 1	A			J	M
Level 2	B (*)	E (*)			
Level 3	C (*)	F (*)	H (*)	K (*)	N (*)
Level 4	D (*)	G (*)	I (*)	L (*)	O (*)

(*) The Fire Safety Coordinator, the Operations Unit Supervisor (7-3) on duty, or their designee will make the appropriate announcement to the affected tenants.

The emergency announcement responsibilities will vary according to the time of the incident and will be made according to the guidelines set-forth in the WTC Emergency Proceures Manual.

FIRE CONDITION

A. Report of an odor (smoke) is received verbally or by phone.

- Once report is received, condition is investigated by the Port Authority Fire Brigade.

B. Proprietary alarm signal is received by the B-1 OCC or; multiple reports of an odor are received.

- Announcement is made to the affected floors while condition is investigated by the Port Authority Fire Brigade.

C. Actual Fire is verified.

- Evacuation announcements are made to the affected floors.

D. Major fire condition requiring evacuation of the entire building and or complex.

- Announcement is made to evacuate the complex.

NOTE:

Evacuation announcements under Items C and D could also be ordered by the FDNY.

BOMB THREATS

E. The P.A. Police notifies the Operations Unit Supervisor (7-3) on duty of a bomb threat (8-28 Alarm).

- The P.A. Police investigates the affected area.

F. P.A. Police locates a suspicious package and notifies the NYPD Bomb Squad.

- The P.A. Police may at that time request evacuation of the affected floor(s).

G. Actual incident.

- Evacuation of affected building and/or complex is ordered by the NYPD or the PAPD.

POWER REDUCTION/OUTAGE

H. A major electrical interruption (eg. loss of Co Ed feeder) that would cause an unusual situation, such as loss of HVAC, reduced elevator service, etc.

- Announcement is made to the affected floor(s). At the same time all necessary personnel are notified according to the Emergency Response Manual.

I. Major loss of electrical power to zone, building or complex.

- Evacuation announcement is made to the affected area(s). At the same time all necessary personnel are notified according to the Emergency Procedures Manual.

ELEVATOR SERVICE

J. People trapped in elevator(s).

- No announcement is necessary.

K. Loss of service to an entire elevator bank.

- Announcement is made to the affected floors (usually 8 or 9 floors are serviced by an elevator bank).

L. Loss of entire elevator service.

- Announcement is made to evacuate the complex.

NOTE: The loss of all elevator service in the complex would most likely only occur as a result of a major fire, loss of power and/or be the consequences of a bomb incident.

WATER CONDITION

M. Flood reported by telephone or personally.

- Situation is investigated and corrected by the Mechanical Section and/or Operations Section.

N. Flood occurs, after business hours, in any sizable tenanted area.

- The Operations Division notifies the tenant(s), by telephone, of the situation affecting their space. At the same time all necessary personnel are notified according to the Emergency Procedures Manual.

O. Loss of sprinkler and/or standpipe systems (eg. major water main break).

- Upon the decision of the FDNY, announcement is made to evacuate the building.

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B U C K S L I P

TO: C. Ash, S. Brezenoff, N. Chanfrau, E. Fasullo, W. Goldstein, J. Green, M. Marchese, A. Shorris, B. Weintrob
FROM: Charlie Maikish
DATE: August 16, 1993
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Robert DiChiara
Assistant Director
World Trade Department

July 30, 1993

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Former Operations Control Center: (FS-4) (B-1 Level - OCC):

- Through the use of radio/telephone hot-line the B-1 OCC edsk supervisor (FS-4) informs the WTC Police and Operations desk and affected Lobby Fire Command Station (FCS) of all alarms received through the breakglass, XL3, or the American Multiplex Computer systems (smoke/sprinkler detection).

- Prepares an appropriate message to be transmitted, over the public address system, to the affected floors to be evacuated. At the same time prepares an appropriate information message to be transmitted to floors which may smell smoke but are not to be evacuated.

- When directed by the General Operations Supervisor (FS-7), makes announcements to the affected floors over the public address system.

- Maintains contact with the affected floor using the breakglass intercom system.

- Continues to update the Lobby Fire Command Station (FCS's) of conditions on affected floor as they become known.

- Maintains log of the time that the alarm was received, floor(s) contacted, and message broadcasted.

- Resets breakglass and PA systems board.

Operations Control Center (FS-4) (Market Bar - OCC):

- After receiving an alarm notification from the B-1 OCC, the Market Bar OCC, via radio, transmits an "All Page Alarm" to all supporting staff (Operations, mechanical, electrical, etc.)

- Upon directions from the Operations Unit Supervisor (FS-7), arranges for emergency elevator service using the elevator communication system (Stentofon).

- In case of a confirmed emergency, makes all appropriate notifications as listed in Exhibit 7A in the Emergency Procedures Manual.

- Continues to transmit information as needed to units responding to the emergency situation (Police, FDNY, Satellite Command Centers, Electrical, Mechanical, Otis, etc.)

N O T E:

- The Market Bar OCC desk supervisor notifies the Windows on the World and the Observation Deck supervisors on duty, as appropriate, so they are aware of the facility emergency. This is necessary when emergency vehicles respond to the building entrance in order to reduce the anxiety to visitors to the WTC.

Police Unit:

Police Desk Officer:

- Upon report of a possible fire or smoke condition, the officer immediately notifies, by telephone, the N.Y.C.F.D. dispatcher and reports the type of alarm received and the affected building and floor number(s).

- Makes all appropriate notifications as listed in Exhibit 7A of the Emergency Procedures Manual.

- Transmits an "All Page Alarm" on the radio and the paging channel.

- Keeps a running log of all key events during the incident.

Tour Commander:

- Organizes and leads the Port Authority Police Fire Brigade to the affected floor(s) and conducts a search of the area.

- Keeps Police and Operations advised of situation via frequent radio and/or telephone transmissions.

- Determines the location of the closest stairwell from which a hose line could be stretched.

Commanding Officer and Lieutenant:

- The Commanding Officer supervises the entire Police procedure from the Police Desk.

- The Police Lieutenant reports to the Situation room or as directed by the Captain.

Lobby Fire Command Station:

- Upon receiving notification from the B-1 OCC, by hot-line, of a possible fire or smoke condition, records the type of alarm received (smoke detector/sprinkler), how it was transmitted, (phone or alarm system) and areas affected. With this information he ensures that an appropriate elevator is available for the Fire Department, makes available the appropriate floor plans, available elevator service information, supply air fan data, details on the type of area affected, radios, and the 1620 firemen service keys to the arriving 7-3 duty supervisors and N.Y.C.F.D. officer.

- Notifies the affected satellite fire command stations, on lobbies 44 or 78, by telephone hot-line, of an existing emergency situation and continues to update the satellite stations on the conditions, as they become known. The information received from satellite stations is then passed on to the Fire Chief and the Operations Unit Supervisor.

- Assist with crowd control and occupancy evacuation if needed.

Operations Unit Supervisor (7-3):

- Upon receipt of a fire alarm (signal "8-8"), responds to the affected building's Lobby Fire Command Station (Tower A - West Street; Tower B - Liberty Street; NEP - Vesey Street; SEP - Liberty Street).

- Establishes communications with the WTC Police Tour Commander via radio, cellular phone or regular telephone and ascertains the severity of the situation. If an evacuation is necessary, confers with the Tour Commander, determines the route of evacuation, (i.e., stairwells used), floors to be evacuated, and potential refuge floors. Upon notification from the Tour Commander, directs the 7-4 and the B-1 O.C.C. to initiate an evacuation of the affected floors.

- Upon arrival of the NYCFD, acts as the liaison between the NYCFD and WTC facility staff members.

- Authorizes the use of key-runs, if access to affected area is restricted.

- Authorizes or requests the Mechanical Supervisor to activate the building's (1 WTC and 2 WTC) smoke purge systems upon request of NYCFD.

- Once the emergency is secured, ensures that all alarm systems (breakglass boxes, NYC alarm boxes, public address system) are reset.

- Prepares PA form 1624, Fire Report, in ink.

- Makes all necessary entries into the Fire Report Log.

- In the event of an actual emergency, creates a chronological report noting the following:

  - initial reported time of emergency
  - arrival of NYCFD
  - floor(s) affected
  - name of contacts, if necessary
  - messages transmitted noting affected floors and time of transmission.
  - time of evacuation, if necessary.

- Prepares and submits a final handwritten report, with the chronological log, to the Fire and Environmental Safety Coordinator.

Operations Group Supervisor (7-4):

- Upon receipt of a fire alarm, responds one floor below the affected floor, by passenger elevator or emergency stairs, and awaits the arrival of the PA Fire Brigade.

- Establishes communication with the B-1 Operations Control Center, via breakglass communication box, and awaits instructions from the 7-3.

NOTE

- At no time is the Operations Group Supervisor (7-4) to respond to the affected floor without a Scott Air Pack unless an all clear signal is given by the Tour Commander.

Should an evacuation become necessary:

- Assist the Fire Brigade, floor warden and NYCFD in evacuating the affected floor(s) to a refuge floor.

- Once the floor(s) is fully evacuated, responds to the refuge floor and takes control of the evacuees.

In the circumstances described below, the assigned Operations Group Supervisors (7-4) for Buildings 1, 2, 4 and 5 would be responsible for executing the following:

Fire Alarm in 1 WTC:	OGS 7-4 Duties
1 WTC OGS -	Follows the Operations Group Supervisor Procedures previously described.
2 WTC OGS -	Responds to the Market Bar OCC Desk, picks up NYCFD radio and responds to the Fire Command Station, main lobby of 1 WTC, and assumes the duties of the "7-3" Supervisor until relieved. Then stands-by to provide assistance as required.
4 & 5 WTC OGS -	Respond to the skylobby below the affected floor in 1 WTC and stands-by to provide assistance as needed.

Fire Alarm in 2 WTC:	OGS 7-4 Duties
1 WTC OGS -	Responds to the Market Bar OCC Desk, picks up NYCFD radio, and responds to Fire Command Station, main lobby of 2 WTC, and assumes the duties of the "7-3" Supervisor until relieved. Then stands-by to provide assistance as required.
2 WTC OGS -	Follows the Operations Group Supervisor Procedures previously described.
4 & 5 WTC OGS -	Responds to the skylobby below the affected floor of 2 WTC and stands-by to provide assistance as required.

Fire Alarm in 4 WTC or 5 WTC:	OGS 7-4 Duties
1 WTC OGS -	Responds to the respective street level lobby for the affected building.
2 WTC OGS -	Responds to the Market Bar OCC Desk, picks up NYCFD radio, and responds to the Fire Command Station, main lobby, and assumes the duties of the "7-3" Supervisor until relieved. Then stands-by to provide assistance as required.
4 & 5 WTC OGS -	Follows the Operations Group Supervisor Procedures previously described.

Fire Alarm on Concourse or Sub-grade areas: OGS 7-4 Duties

1 WTC OGS - Responds to the Market Bar OCC Desk, picks up NYCFD radio, and responds to the Fire Command Station, in lobby of 2 WTC.

2 WTC OGS - Responds to the Fire Command Station, main lobby of 2 WTC and assumes the duties of the "7-3" Supervisor until relieved. Then stands-by to provide assistance as required.

4 & 5 WTC OGS - Responds to the Fire Command Station, main lobby 2 WTC, and then stands-by to provide assistance as required.

N O T E:

- There is no PA responsibility for fires at WTC #3 (Vista Hotel), WTC #6 (Customs House), and WTC #7. However, WTC Police will respond to assist in evacuations and crowd control. Fire alarms are transmitted to their proprietary central stations which then notifies the NYC Fire Department. The Fire Department responds directly to these buildings.

Vertical Patrol:

- Upon being notified of an emergency situation over the radio, the affected zone's vertical patrol guards will report to the Fire Command Station servicing the affected area (main lobby, 44th and 78th floor skylobbies) and stand by for further instructions from the 9-1, 7-3, 7-4, 6-2, 6-3 or the Fire Safety Director.

Security Guard Supervisor (6-2):

- Upon receipt of a fire alarm (signal "8-8"), responds to the Fire Command Station in the affected building's lobby and stands-by for assignment.

6-4 Key Run (Security Guard):

- Upon receipt of a fire alarm (signal "8-8"), responds to the Market Bar Operational Control Center Concourse Level. Picks up keys for affected building and responds to the Fire Command Station in the main lobby of the affected building and awaits the arrival of the NYCFD.

- Upon arrival, escorts the NYCFD to the elevator only. Then the 6-4 returns to the main lobby Fire Command Station and stands-by.

- Retrieve all appropriate keys once emergency is over.

Satellite Fire Command Stations:
(Sky Lobbies 44th an 78th Floors)

Upon receiving notification of an emergency:
(e.g. via hot-line, telephone or radio)

- Contacts main lobby fire command station to receive and send all updated information about the emergency affected floors.
- Contact the Vertical Patrol, in their zone, via radio, to assist with crowd control or occupant evacuation, if necessary.
- Passes this information to floor warden and tenants, via telephone (office or cellular systems), when tenant inquiry is received.
- Presents all applicable floor plans, elevator availability information, air handling data, etc., to responding police, fire department and operating emergency response teams.
- Remains updated as conditions change.
- Assist elevator starters with restricting access to elevators which service the affected area.
- Direct occupants to stairways and, when possible, elevators being used for evacuation.
- Assist in crowd control.

Fire Safety and Environmental Coordinator:

- Upon receiving an All Page notification, responds to the affected lobby FCS and coordinates the civilian response effort with the Tour Commander until NYCFD arrival (as described in the Emergency Procedures manual).
- Observe and review emergency response with Operations, Police, the Floor Wardens and the Fire Department.
- File report on the cause of the fire and any future preventive measures to be implemented.

Visitors Center Administrator:

- Upon notification of a possible fire or smoke condition, visitor passes will be suspended for the affected area. Assigns staff to assist with crowd control at affected elevator banks. Responds to Fire Command Station and stands-by to assist, as directed. Due to the high visibility of these positions, Emergency Training for Visitor Center Staff should be provided routinely.

P.A. Mechanical Supervisor:

- Upon receipt of an actual "8-8", responds to the affected building's lobby Fire Command Station to assist if necessary.

Mechanical Contract Supervisor:

- Upon receipt of a possible "8-8", dispatches staff to:

  Operate fire pumps
  Operate smoke purge fans (*)
  Secure sprinkler water flow (*) * At direction of N.Y.C.F.D.

P.A. Electrical Supervisor:

- Upon receipt of an actual "8-8", responds to the affected building's lobby Fire Command Station to assist, if necessary.

Electrical Contract Supervisor:

- Upon receipt of a possible "8-8", dispatches staff to the floor below the affected floor and associated substation(s) and stands-by to assist, as needed.

Otis Supervisor:

- Upon receipt of an actual "8-8", dispatches staff (mechanics) to their appropriate posts to assist N.Y.C.F.D., as needed.

Tenant Support and Project Management Staff:

- Upon receipt of an actual "8-8"/emergency, dispatches staff to the Tenant Emergency Response area (Market Bar Area. The key and alarm for this area are located in the Market Bar O.C.C.).

- Keep updated on conditions by contacting the Market Bar Operations Control Center and Situation Room (Market Bar Area) and channel appropriate

information to the tenants.

Tenant Assistants:

- Report to the Emergency Tenant Response Center to assist the Tenant Account Managers in handling tenant inquiries.

Public Service Staff:

- Respond to the affected building to assist in crowd control and information dissemination.

The WT Department/Section/Unit Heads:

- Upon notification of an emergency situation, appropriate staff respond to the Emergency Situation Room in the Market Bar Area (as specified in the Emergency Procedures Manual) to assume overall responsibility for the management and coordination of the emergency situation. Request assistance from and coordinate the work of Media Relations, Engineering, Risk Management, Office of Environmental Policy and Management, Medical, outside agencies, etc., as appropriate.

Tenant Fire Safety Teams:

- Upon notification of an emergency situation, via the public address system, follows the emergency evacuation procedures, as outline in The Tenant Fire Safety Guide.

Attachment 2

"Levels" of Emergency:

The following Levels of Emergency are used when notifying staff of an incident by radio or phone. Each higher Level emergency mandates greater urgency and additional staff to respond. The 7-3 determines the level of each emergency which can change as conditions warrant.

Level 1 :

- "Possible" incident.
  - Routine staff responds to investigate.
  - Affected tenant area need not be notified.
  - Essential WTD staff need not be notified.
  - No evacuation is necessary.

Level 2 :

- Minor incident which may affect service to only a few tenants/customers.
  - Routine staff responds to make repairs.
  - Affected area is notified of situation.
  - WT Tenant Support, Plant & Structures, P.A. Police, Operations, and appropriate managers are notified of the incident.
  - No evacuation is necessary.

Level 3 :

- Major incident affecting service to many tenants/ customers and/or creating a life-threatening situation.
  - Routine and emergency staff responds per Emergency Procedures Manual.
  - Affected area is notified of situation.
  - All appropriate staff is contacted as described in the emergency procedures manual.
  - Local evacuation may be necessary.
  - The Situation and Emergency Tenant Response Rooms are activated. Managers are required to respond.

Level 4 :

- Major incident affecting service to many tenants/ customers and actually causing harm to the WTC occupants.
  - All available staff respond and others are called in.
  - All appropriate staff is contacted as described in the emergency procedures manual.
  - Major evacuation may be necessary.
  - The Situation and Emergency Tenant Response Rooms are activated. Managers and Directors Office staff are required to respond to co-ordinate the assistance from other departments (eg. Media Relations, Engineering, Environmental, etc.)

Tenant Notification

Typical Single Incident Procedures

Type of Emergency	FIRE	BOMB	POWER	ELEVATOR	WATER
Level 1	A			J	M
Level 2	B (*)	E (*)			
Level 3	C (*)	F (*)	H (*)	K (*)	N (*)
Level 4	D (*)	G (*)	I (*)	L (*)	O (*)

(*) The Fire Safety Coordinator, the Operations Unit Supervisor (7-3) on duty, or their designee will make the appropriate announcement to the affected tenants.

The emergency announcement responsibilities will vary according to the time of the incident and will be made according to the guidelines set-forth in the WTC Emergency Proceures Manual.

FIRE CONDITION

A. Report of an odor (smoke) is received verbally or by phone.

- Once report is received, condition is investigated by the Port Authority Fire Brigade.

B. Proprietary alarm signal is received by the B-1 OCC or; multiple reports of an odor are received.

- Announcement is made to the affected floors while condition is investigated by the Port Authority Fire Brigade.

C. Actual Fire is verified.

- Evacuation announcements are made to the affected floors.

D. Major fire condition requiring evacuation of the entire building and or complex.

- Announcement is made to evacuate the complex.

NOTE:

Evacuation announcements under Items C and D could also be ordered by the FDNY.

BOMB THREATS

E. The P.A. Police notifies the Operations Unit Supervisor (7-3) on duty of a bomb threat (8-28 Alarm).

- The P.A. Police investigates the affected area.

F. P.A. Police locates a suspicious package and notifies the NYPD Bomb Squad.

- The P.A. Police may at that time request evacuation of the affected floor(s).

G. Actual incident.

- Evacuation of affected building and/or complex is ordered by the NYPD or the PAPD.

POWER REDUCTION/OUTAGE

H. A major electrical interruption (eg. loss of Co Ed feeder) that would cause an unusual situation, such as loss of HVAC, reduced elevator service, etc.

- Announcement is made to the affected floor(s). At the same time all necessary personnel are notified according to the Emergency Response Manual.

I. Major loss of electrical power to zone, building or complex.

- Evacuation announcement is made to the affected area(s). At the same time all necessary personnel are notified according to the Emergency Procedures Manual.

ELEVATOR SERVICE

J. People trapped in elevator(s).

- No announcement is necessary.

K. Loss of service to an entire elevator bank.

- Announcement is made to the affected floors (usually 8 or 9 floors are serviced by an elevator bank).

L. Loss of entire elevator service.

- Announcement is made to evacuate the complex.

NOTE: *The loss of all elevator service in the complex would most likely only occur as a result of a major fire, loss of power and/or be the consequences of a bomb incident.*

WATER CONDITION

M. Flood reported by telephone or personally.

- Situation is investigated and corrected by the Mechanical Section and/or Operations Section.

N. Flood occurs, after business hours, in any sizable tenanted area.

- The Operations Division notifies the tenant(s), by telephone, of the situation affecting their space. At the same time all necessary personnel are notified according to the Emergency Procedures Manual.

O. Loss of sprinkler and/or standpipe systems (eg. major water main break).

- *Upon the decision of the FDNY, announcement is made to evacuate* the building.